

WEEKLY MEDICAID LONG-TERM CARE PROVIDERS CALL MINUTES

Date: May 22, 2019

Time: 11:30 a.m.-12 p.m.

Facilitator: Rebecca Harris– Louisiana Medicaid

Announcements	1. The deadline for submitting agenda items for the weekly conference call with the department is the Friday before the upcoming Wednesday call. If a provider has specific items related to individuals, those issues will be addressed offline.
	2. LDH has a new platform for conference calls called “Zoom Meetings”. The goal is to implement this method for the May 29 meeting. Instructions for how to join the call will be posted on our website.
	3. The weekly conference call with the department will move to bi-weekly in the middle of June. As the volume of issues lessens, the plan is to move to monthly calls beginning in August.
	4. The weekly 1:1 facilitated calls between facilities and analysts will move to bi-weekly eventually as well. The timing of the transition will depend upon what each party decides is best for the facility. Medicaid wants to hear from the providers about how we can make sure the process is beneficial.
	5. Reminder: renewals for nursing home recipients have been held back for the past several months as we went live with the new system. Any nursing home recipient who would have had a renewal date from October 2018 to May 2019 will be renewed in June. The renewal letters will go out June 3. The department is preparing lists of everyone who needs to be renewed. The lists are being organized by facility. Information about renewals will go out through a Medicaid provider bulletin and also through LNHA. If a provider has not started the process to become a trusted user, Medicaid encourages you to do so for efficiency purposes. The LNHA Resource Library is here: http://ldh.la.gov/index.cfm/page/3584

	<p>6. PLI Update: When Medicaid's workgroup has a full solution in place all parties will be notified. There will be progress on this in the month of June.</p>
Questions from Callers	<p>Q: Can the amount of time for the weekly 1:1 facilitated calls be extended beyond 30 minutes? Our facility has over 50 cases to work through and so far only one has been resolved during a 1:1 call.</p> <p>A: Because there are over 250 facilities to hold calls with individually, the decision was made by Medicaid to limit the amount of time analysts are on the phone so they can continue to work on cases. The weekly facilitated calls are for quick and high priority issues.</p> <p>LTCcontactus@la.gov is for general questions.</p> <p>Q: Our facility registered to become a satellite and we have not received confirmation of this.</p> <p>A: Please send this request for assistance via email to: LNHAtrustedusers@la.gov</p>
Useful Links:	<p>LTC Contact Us: www.ldh.la.gov/contactlhc</p> <p>LNHA Resource Library: http://ldh.la.gov/index.cfm/page/3584</p> <p>New System Information - Provider page: http://www.ldh.la.gov/index.cfm/page/3587 (agendas, minutes, and cancellations notices posted here)</p>